



Tri-County Electric Cooperative, Inc.

Your Touchstone Energy® Partner 

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Office Hours

7:30 a.m. to 4:30 p.m.

Monday through Friday

(Salem Office closed from noon-1:00 p.m. each day)

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Mission Statement

To safely provide our member-owners with adequate and reliable electric service, superior customer service and innovative energy solutions, all at reasonable prices.

May is National Electrical Safety Month

Hi-Lites

Hi-Lites is a monthly newsletter published for the members of Tri-County Electric Cooperative.

Outage Preparation



by Marcia Scott
General Manager

It will soon be the time of year when weather conditions may bring thunderstorms, creating unfavorable conditions for power lines.

If you experience an outage, remember it is important to report your outage to the cooperative as soon as possible. While many members report their outages by phone, the quickest and easiest way to report an outage is through our SmartHub app on your mobile device. Please see page 4 for more information.

Outages reported via the SmartHub app are entered in our outage system, the same as if you reported your outage by a phone call - but without the frustration of receiving a busy signal during times of high call volume. You can also view the system-wide outage maps through the SmartHub app.

During an extended outage, many members are interested in the extent of damage facing the cooperative. A feature on our website allows members to view a map that shows the area(s)

where the cooperative is experiencing outages along with the number of members affected. I encourage you to view it at www.tricountycoop.com.

We realize you may not be able to view our website on your computer when the power is out; however, many members utilize the website from locations other than their home. This outage map feature can also be viewed on a smartphone.

The system-wide outage map provides additional information regarding the number of outages the cooperative is experiencing. By clicking on the outage map icon on the website, outage statistics by county, zip code, and township are provided in table and map format. For reasons of privacy and security, the actual individual outages are not identified on the outage map.

Now is the time to prepare your home for any extended outages that may occur this summer. Following are some suggested precautions:

- Treat all downed and hanging lines as if they are active electric lines: Stay away, warn others to stay away, and immediately contact Tri-County Electric Cooperative.



Cucumber Dill Salad

A crisp and refreshing summer recipe! Recipe can be doubled and used as a great side dish at a barbeque!

Ingredients

- 1 large cucumber
- 1/2 cup chopped onion
- 2 tsp. salt
- 3 tbsp. Greek Yogurt
- 1 tbsp. chopped fresh dill

Instructions

1. Take the large cucumber and cut it in half length wise. Then, take each half and thinly slice it.
2. Take the onion and cut it in half length-wise and slice one half of that very thinly and toss in the bowl with the cucumbers.
3. Add salt and Greek Yogurt, and mix well.
4. Remove fresh dill from the stem and finely chop it. Add the fresh dill in with the rest of the salad.

Serve chilled.

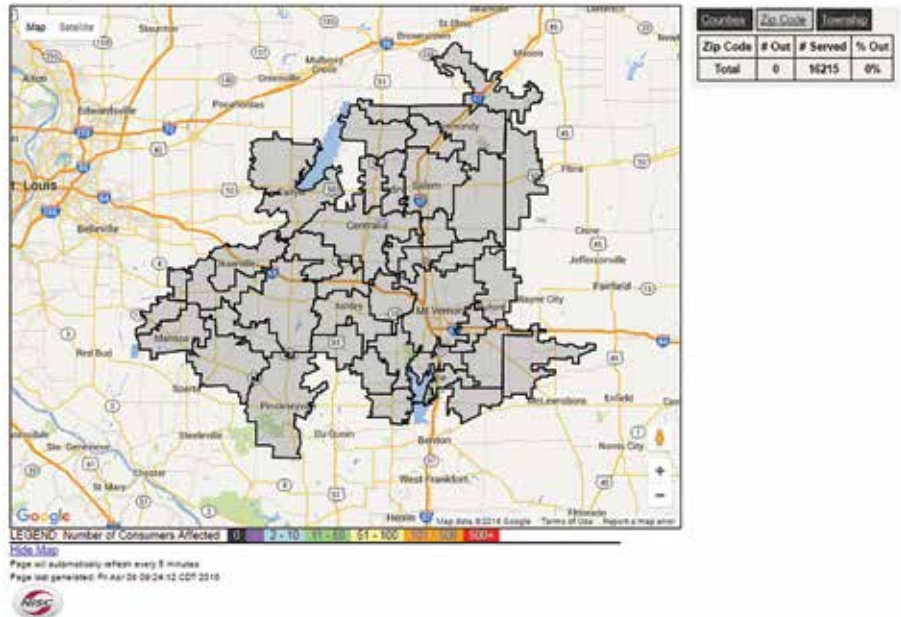
Outage Preparation Continued

- If you have a generator, make sure you know how to operate it safely so that power does not ‘back feed’ onto the power lines. A back feed situation can electrocute linemen working on the line or anyone else that comes in contact with the line.
 - Never operate a generator in an enclosed area such as a garage where the exhaust fumes can accumulate.
 - If someone relies on life support equipment, identify an alternate location with power where they can go during an outage. For most people, power outages are merely inconvenient, but special considerations must be taken for those who are oxygen dependent.

Before an outage, talk to your doctor. Ask them to help you determine exactly how much oxygen you will need in case of an emergency power outage.

- Keep charged cell phone batteries or portable phone chargers on hand as well as batteries for flashlights and battery-powered radios.
 - Avoid opening your refrigerator or freezer more than necessary during an extended power outage.

Delivering safe and reliable service is a top priority at the cooperative. Remember, the best time to prepare for a power outage is when there is no risk for a storm. Be prepared and stay safe.



*Above is a view of Tri-County Electric Cooperative’s outage map on an average day. Notice that the entire coverage area is marked in grey. To the right of the map, there is a key indicating the number of outages in each area. You can access the outage map online by visiting www.tricountycoop.com and selecting ‘Outage Map’ in the top right hand corner. You can also view the outage map from the SmartHub app. *SmartHub download instructions on page 4.*

Outage Q&As

Q: *Why do I always seem to get a busy signal when there is an outage?*

A: A large outage means hundreds of members may try to call at the same time. We do not have enough phone lines for everyone to get through. However, reporting your outage via our SmartHub App is fast and simple. You can download the SmartHub App to any iOS or Android device by visiting www.smarthubapp.com.

Q: *How long will it take to restore my power?*

A: We may only be able to give you a rough estimate. Many factors play into restoring power, some of which are out of our control. Rest assured our employees will work as quickly and safely as they can. If it's a major outage, we'll request help from our statewide Emergency Work Plan to provide whatever additional personnel and equipment it will take to get the job done.



Q: *Who gets their power restored first?*

A: The priority is always to restore power to substations, then main feeders. If your outage is on an individual line it will take longer.

Q: *Why do I see linemen driving by my house and not stopping to fix the problem?*

A: Often they are patrolling the line to find the problem first. Or they may be going to an outage location that has to be repaired first before electricity can reach your service.

Q: *Why is my neighbor's electricity on but mine is off?*

A: Your service may actually be fed from a different circuit, your transformer may be damaged or an individual fuse may be blown. The service drop to your home may also be damaged and need to be repaired by a licensed electrician first.

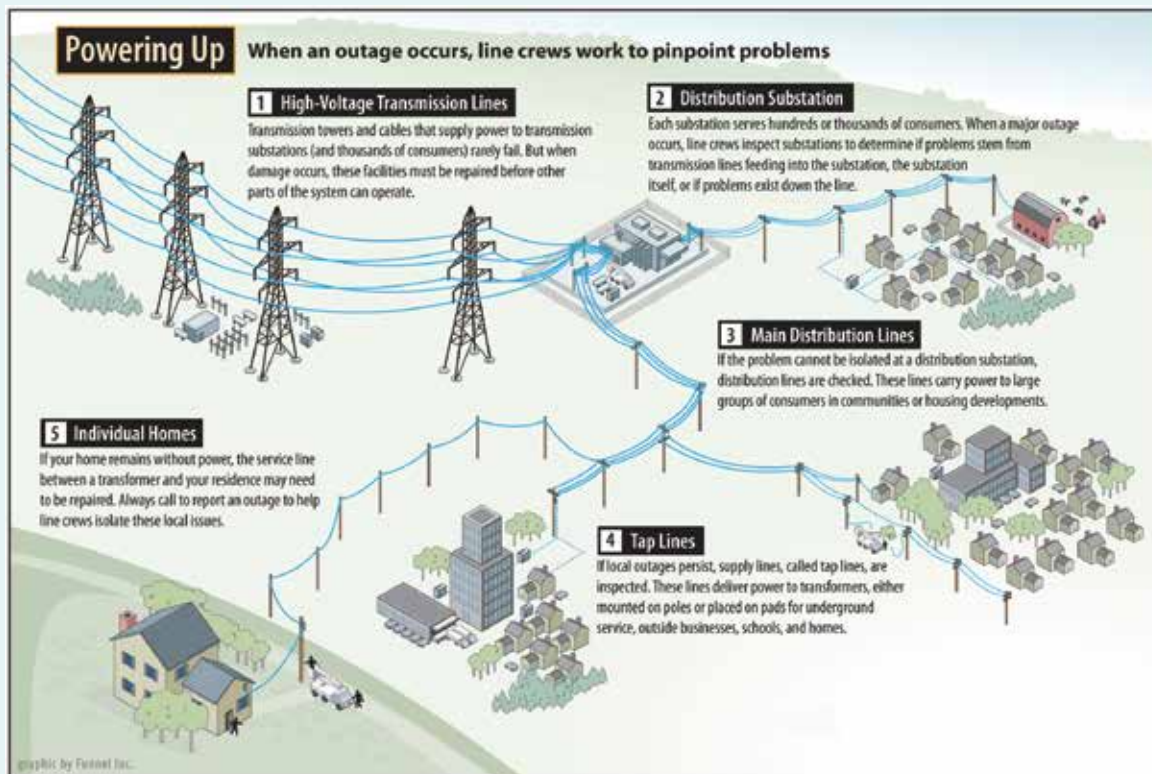
While you may not always understand our method of restoring electricity, please trust that we are doing everything possible to restore service to our members as safely and quickly as possible.



Your Touchstone Energy® Partner



What Happens During an Outage?



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.

Download the SmartHub App Today!



SmartHub allows you to manage all aspects of your Tri-County Electric Co-operative account online or with your mobile device.

To download SmartHub to your smartphone, scan the QR codes to the right with your iOS or Android device. You can also download the SmartHub app by visiting www.smarthubapp.com

Click 'How Do I Get It?' then select the appropriate download for either Apple or Android devices. Make sure when you select the service provider (by location or name) that it says "Tri-County Electric Cooperative (Illinois)". Call us at 618-244-5151, if you need further assistance.



Available on the iPhone
App Store



Download for
Android

Tri-County Electric Cooperative Offices will be closed on Monday, May 30th, 2016 in Observance of Memorial Day.